



State of California

# Employment Training Panel

Arnold Schwarzenegger, Governor

March 12, 2009

Ms. Tiffany Heihn, Administrative Manager  
T.C. Inspection Inc.  
124 Parker Avenue  
Rodeo, CA 94572  
[tiffanyheihn@tcirat.com](mailto:tiffanyheihn@tcirat.com)

Transmitted Via Email

Dear Ms. Heihn :

RE: FINAL MONITORING VISIT REPORT for T.C. Inspection, Inc. – ET07-0136

Date of the Visit:	October 27, 2008 via phone conference
Date of Last Visit:	July 8, 2008
Visit Location:	Via phone conference
Persons in attendance:	You, and Ms. Anna Nastari, Analyst, ETP
Action Required:	No

## CONTRACT INFORMATION:

Term of Agreement:	8/8/2006 – 8/7/2008	Agreement Amount:	\$207,834
Training Start Date:	8/8/2006	No. to Retain:	67
Date Training must be Completed:	5/7/2008	Range of Hours:	24 - 200
Type of Trainee:	Retraitees	Weighted Ave. Hours:	141

## FINAL REPORT SUMMARY:

### • **HISTORY OF AGREEMENT CHANGES**

There were no changes made to the Agreement.

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- ***INTERVIEW WITH YOU AND THE SIGNATORY, MR. STEVEN MCGUIRE, GENERAL MANAGER (conducted at the last monitoring visit of July 8, 2008)***
- *What barriers, if any, did your company experience in implementing your ETP project?*

Mr. McGuire reported that at the beginning of the Agreement, training progressed at a steady pace based on the company's training plan. However, as the company continued to rollout its training it encountered the following unexpected barriers:

- Increase in business demands, which resulted in less opportunity to provide training;
- Changes in business scheduling, driven by the customers, and delays in the delivery of customers' equipment, resulting in training scheduling conflicts; and
- Voluntary separations by workers going to competitors businesses.

Mr. McGuire believes that aside from these issues the company would have had a successful ETP Agreement.

- *What problems, if any, did your company experience with ETP record keeping?*

You reported that at first you found the ETP On-Line systems a bit confusing, but it became easier after becoming familiar with the processes.

- *What assistance could ETP have provided that would improve the process for future Contractors?*

The analyst provided assistance as needed.

- *How did your company benefit from the ETP training?*

Mr. McGuire reported that the company experienced an increase in productivity which he attributes to the ETP funded training. Cross-training of workers allows T.C. Inspection to move workers between job functions and customer sites.

Furthermore, the company has been able to implement company-wide processes resulting in a higher degree of consistencies, thereby reducing waste and rework.

***Breakdown and discussion of expected earnings:***

T.C. Inspection's records show that 44 trainees completed training and the 90 day retention period (66% of planned retentions). T.C. Inspection earned \$84,392 (41% of the encumbered total \$207,834).

**PROJECT STATUS PROVIDED BY THE CONTRACTOR:**

Trainees Started Training:	52	Completed Training:	52
Dropped Following Enrollment:	4	Completed Retention:	44
Completed Minimum Hours for reimbursement:	52	In Retention Period:	0

### **ATTENDANCE ROSTERS:**

You provided Ms. Nastari with copies of the trainees' rosters which contained the necessary information as required by the Panel. This finding is based only on the training records reviewed during this desk review and represents only a sample of the training records completed to date. It is your responsibility to ensure that all training records are in compliance with Panel requirements for auditing purposes.

### **AUDIT:**

T.C. Inspection will be notified in writing if this agreement is selected for an audit, conducted either at your site (field audit) or by telephone (desk audit or "review"). The Audit Notification and Audit Confirmation letters will be sent in advance to allow ample preparation time and will include a list of documents that will be examined by the auditor. To provide support of training, original training attendance documentation is required; photocopied records are not acceptable. Listed below are types of records typically requested during an ETP field audit:

- Training attendance records such as rosters, sign-in sheets, etc.
- Payroll records of individual trainees to verify wage and hours worked
- Personnel records regarding occupation and dates of employment
- Documentation of employer paid health benefits (if applicable)
- Cash receipts to verify receipt and accounting of ETP funds

### **RECORD RETENTION:**

Records must be retained within your control and be available for review at your place of business within the State of California. This responsibility will terminate no sooner than four (4) years from the date of the termination of the Agreement or three (3) years from the date of the last payment by ETP to the Contractor, or the date of resolution of appeals, audits, claims, exceptions, or litigation, whichever is later.

If you have any questions or comments regarding this report, please contact Anna Nastari at (650) 655-6941 or at [anastari@etp.ca.gov](mailto:anastari@etp.ca.gov) within ten (10) working days from receipt of this report.

Sincerely,



Creighton Chan, Manager  
San Francisco Bay Area Regional Office



Anna Nastari, Contract Analyst  
San Francisco Bay Area Regional Office

cc: Kulbir Mayall, Fiscal Manager  
Master File  
Project File

Date report mailed to Contractor 3/17/09